

MASS. HS100.2:C612

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# CLIENTS' RIGHTS AND RESPONSIBILITIES

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ELMER C. BARTELS

COMMISSIONER

Information for  
New Clients  
of the  
Massachusetts  
Rehabilitation Commission

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## **Who is the Vocational Rehabilitation Program For?**

Services of the Massachusetts Rehabilitation Commission are **for any person who has a physical, mental, or emotional disability that:** keeps them from working; keeps them from holding a job consistent with their capabilities; or, keeps them from running a household as a homemaker. **By law,** a person is eligible for vocational rehabilitation services if: he has a disability that is a substantial handicap to employment; and, there is a reasonable expectation that he can benefit in terms of employability as a result of vocational rehabilitation services. **Our first priority is to serve those eligible people who have a severe disability or handicap.**

## **How Does Vocational Rehabilitation Work?**

At the vocational rehabilitation office a professionally trained counselor and the disabled person meet in an initial interview. In this interview, the counselor discusses the nature of vocational rehabilitation services emphasizing specific information relating to the person's particular disability and circumstances. The counselor also discusses what makes a person eligible for vocational rehabilitation services and the process of determining a person eligible for vocational rehabilitation services. Appeal procedures including administrative reviews and fair hearings are discussed, as well as the person's right to confidentiality.

In order to determine whether or not a person is eligible for vocational rehabilitation services, the counselor needs **substantial diagnostic information** of all kinds about the person. These diagnostic evaluations to determine one's eligibility for services are **always paid for by the Commission.** After the coun-

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## **AREA OFFICES**

### **BROCKTON AREA**

55 CITY HALL PLAZA  
Brockton, 02401  
1-583-1530

### **BROOKLINE AREA**

320 Washington St.  
Brookline, 02146  
727-7163

### **CAMBRIDGE AREA**

2464 Mass. Ave.  
Cambridge, 02138  
492-0360

### **CONCORD AREA**

336 Baker St.  
Concord, 01742  
1-369-1963

### **FALL RIVER AREA**

151 Rock St.  
Fall River, 02720  
1-678-9041

### **FITCHBURG AREA**

76 Summer St.  
Fitchburg, 01420  
1-345-1713

### **HARBOR AREA**

59 Temple Place  
Boston, 02111  
357-8137

### **GREENFIELD AREA**

324 Main St.  
Greenfield, 01301  
413-774-2326

### **HOLYOKE AREA**

560 Dwight St.  
Holyoke, 01040  
413-536-8200

### **HYANNIS AREA**

147 Falmouth Rd.  
Hyannis, 02601  
1-775-6131

### **LAWRENCE AREA**

499 Essex St.  
Lawrence, 01840  
1-685-1731

### **LOWELL AREA**

24 Merrimack St.  
Lowell, 01852  
1-458-4544

### **LYNN AREA**

8 SILSBEE STREET  
Lynn, 01901  
593-6604

### **MALDEN AREA**

157 Pleasant St.  
Malden, 02148  
324-7160

### **MATTAPAN AREA**

80 Boylston St.  
Boston, 02116  
424-1871

selor has evaluated all the diagnostic information, he will meet with the client to inform him of his eligibility for vocational rehabilitation services.

When a person has been determined eligible for services, he then becomes a client of the Commission. The counselor and client jointly develop a plan for vocational rehabilitation. This plan is a written document called the Individualized Written Rehabilitation Program or I.W.R.P. Briefly, **the I.W.R.P. specifies the vocational rehabilitation services to be provided to achieve established employment goals and outlines the terms and conditions of these services**, including the responsibilities of the handicapped person and the counselor in implementing the I.W.R.P., and the extent of client participation in the cost of services. Clients whose financial resources fall below a certain level receive most services at no cost to themselves; clients who have higher incomes usually pay part of the cost of services. **Any service that is provided is based on the unique needs of the individual client.**

## **Client Rights**

The Massachusetts Rehabilitation Commission **does not discriminate** with regard to race, color, creed, national origin, age or handicap in the provision of services.

If you are dissatisfied with any action or inaction regarding the provision or denial of vocational rehabilitation services, you have the right to request an **administrative review**. The request must be filed in writing with the director of the local Massachusetts Rehabilitation Commission office **within 30 days** of the action/inaction for which you are filing. If you are dissatisfied with the results of the administrative

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review, you have the right to request a **fair hearing** before the Commissioner of the Massachusetts Rehabilitation Commission or his designee. **The final decision of the fair hearing will be made by the Commissioner of the Massachusetts Rehabilitation Commission.** If you are dissatisfied with the results of the fair hearing and if your dissatisfaction concerns a decision made under an Individualized Written Rehabilitation Plan, you have the right to request that the Secretary of the United States Department of Education review the decision.

### **Priority of Services**

In the event of a shortage of funds, an Order of Selection will be implemented. **Under an Order of Selection**, diagnostic services to determine eligibility for vocational rehabilitation services and priority classification, and all appropriate **non-paid** services (counseling and guidance, referral, and job placement) will be provided to eligible clients. **Paid services will be provided on the basis of priority classification.** Clients will be assigned to the highest possible priority category.

*Services for people who are blind are provided by the Massachusetts Commission for the Blind, 110 Tremont St., Boston, Mass.*

### **Massachusetts Rehabilitation Commission**

Administrative Offices  
Statler Office Building  
20 Providence Street  
Boston, Mass. 02116  
(617) 727-2183

**(Accessible entrance and HP parking at the 21 Columbus Ave. entrance.)**

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## MILFORD AREA

3 Fayette St.  
Milford, 01757  
1-478-0700

Framingham Area Office  
MASS. REHAB. COMMISSION  
47 FRANKLIN STREET  
FRAMINGHAM, MA. 01701

1-620-0818

## NEW BEDFORD AREA

848 Pleasant St.  
New Bedford, 02740  
1-993-6255

## NORTH ADAMS AREA

85 Main St.  
North Adams, 01247  
413-663-5391

## NORWOOD AREA

886F Washington St.  
Norwood, 02062  
769-5950

## PITTSFIELD AREA

6 Clinton Ave.  
Pittsfield, 01201  
413-499-2720

## PLYMOUTH AREA

Human Service Ctr.  
Lakeville, 02346  
1-947-1231, Ext. 519

529  
530

## QUINCY AREA

1431 Hancock St.  
Quincy, 02169  
471-1600

## ROXBURY AREA

55 Dimock St.  
Roxbury, 02119  
442-5510

## SOUTHBRIDGE AREA

922 West Main St.  
Southbridge, 01550  
1-765-5968

## SPRINGFIELD AREA

16 Fort St.  
Springfield, 01103  
413-736-7296

## TAUNTON AREA

30 Taunton Green  
Taunton, 02780  
1-823-8141

## TUFTS AREA

256-258 Harrison Ave.  
Boston, 02111  
482-1780

## WORCESTER CITY

75 B Grove St.  
Worcester, 01609  
1-754-1757

## WORCESTER SUBURBAN

110 Lancaster St.  
Worcester, 01609  
1-791-6301

## Specialized units

Corrections  
442-5510  
Severe Physical Disabilities  
727-7163

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